

7th Date of the
Month (Year 2019)

Communicating with Clarity and Impact

Duration: 1 Day

Audience: Employees at all levels



Overview

This energetic training program focuses on the most essential communication skills needed for the challenging and competitive working environment of today. It starts off with a fun exercises that will put the listening skills of your class participants to the test and lay the ground for many of the concepts throughout the program.

From active listening to properly utilizing the power of questions and using language that engages others. Participants will learn a communication model that will enable them to communicate more clearly, confidently, and effectively, build better rapport and improve their overall communication with others.

Course objectives:

By the end of this training course participants will be able to:

- Explain 4 essential communication principles
- Communicate more clearly, confidently and effectively.
- Listen and ask insightful questions & utilize the power of questions.
- Use techniques to build better rapport with others.
- Combine voice tone and non-verbal communication with appropriate language that engages others.

Outline of topics

Module 1 : How well do you communicate?

- ✓ How well do you communicate dominoes exercise.
- ✓ What makes a great communicator?
- ✓ Introduction to the four basic principles of communication.

Module 2: Use Engaging Language.

- ✓ Focus on Behavior, not personality.
- ✓ Be specific.
- ✓ Using "I" Messages and owning your language.

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Module 3: Use the power of questions

- ✓ Controlling a conversation.
- ✓ Importance of questions.- Activity
- ✓ Different types of questions
- ✓ The questioning funnel.

Module 4: Use active listening

- ✓ Evaluate your listening skills - self assessment.
- ✓ Listening & Empathy.
- ✓ Active listening tools.
 - Encouragement
 - Echoing
 - Probing
 - Paraphrasing
 - Reflective paraphrasing
 - Relating
- ✓ How to listen better?

Module 5: Rapport & Understanding non-verbal communication

- ✓ Importance of rapport.
- ✓ Matching non-verbal communication
- ✓ Discover some truths and myths about body language.
- ✓ Demonstrate body language that engages others.

Competitive review game - *An Exciting review challenge (Power Point Game)*

The Training package includes:

- Self-discovery activity
- Group exploration and facilitator-led discussions
- Best practice theory exploration
- Game-based learning
- Practice exercises
- **Participant Reference Workbook**
- **PowerPoint Slide Presentation**

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